



REQUEST FOR QUALIFICATIONS Claims Management Services

You are invited to submit a Statement of Qualifications to provide professional claims management services to the Association of Bay Area Governments (ABAG).

I. Background

Formed in 1986, the PLAN is a risk-sharing pool of 29 cities and towns in the San Francisco Bay Area. ABAG administers the PLAN by providing claims, financial, risk management, and administrative services for its members. The liability pool provides coverage for property damage, bodily injury, personal injury and errors and omissions. The property pool provides coverage for buildings, contents, and automobile physical damage.

Members: American Canyon, Atherton, Benicia, Burlingame, Campbell, Colma, Cupertino, Dublin, East Palo Alto, Foster City, Gilroy, Half Moon Bay, Hillsborough, Los Altos Hills, Los Gatos, Millbrae, Milpitas, Morgan Hill, Newark, Pacifica, Portola Valley, Ross, San Bruno, San Carlos, Saratoga, South San Francisco, Suisun City, Tiburon and Woodside.

Additional information about the PLAN can be found on our website at www.abag.ca.gov/plan.

II. Intent of this RFQ

ABAG PLAN is considering contracting for claims management services for all or part of the claims currently managed in-house and wishes to learn the extent of qualifications possessed by interested third-party claims administrators. We are soliciting qualifications from firms with experience in successfully providing mid-sized municipal organizations in the Bay Area with claims management services.

ABAG PLAN intends to negotiate cost effective agreements with responsive and responsible firms on an as-needed basis, but retains the right to contract within its sole and absolute discretion. Firms selected are not guaranteed a contract.

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to fulfill the City's needs. The following is a general description of City needs pertaining to the above areas:

III. Scope of Work

The following is a general overview of the types of services and activities to be performed by the consultant and is not meant to be exhaustive.

1. Administer general liability and property claims for the members of ABAG PLAN.
2. Open/create claims file, investigate general liability and property claims and recommend acceptance or rejection of submitted claims.
3. Evaluate claims to ensure compliance with California Government Code, applicable filing requirements and statutes, and specifically with Sections 910, 911.2, pertaining to sufficiency and timeliness.
4. Investigate claims for all applicable defenses, including Government Codes and Immunities.
5. Send all mandated notices pursuant to the Cal. Gov. Code relating to claims.
6. Assume management of assigned open claims, evaluate and resolve as indicated and agreed with member and/or PLAN staff.
7. Ensure timely claim handling and disposition, including initial reports within 20 days and appropriate subsequent diary follow-up and resolution.
8. Provide payments authorized in a timely manner, monitor claims and litigation activity.
9. Report claims to excess insurer and work with insurer on claim handling.
10. Proceed against responsible persons, agencies, and/ or agents in subrogation actions in an effort to recover property losses suffered by the members.
11. Assist members and staff, as necessary, with filing claims on assigned insured programs and small claims court representation.
12. Represent the interests of members in policy interpretation and other negotiations with insurance carriers.
13. Attend meetings, cooperate with audits, or be available to respond to emergencies to mitigate risk or expedite claims processing.

III. General Requirements

- Minimum of ten (10) years in claims administration as a public third party administrator.
- Assignment of one account manager/supervisor and adjusters (as suggested by proposer) each with a minimum of five (5) years of progressively responsible experience in handling liability claims on behalf of public entities.

Specific Requirements and Preferences

- Location: Full-service office located within sixty (60) miles of our Headquarters at 101 Eighth Street, Oakland.
- Experience: All assigned adjusters must have the required five years' experience in public entity claims for bodily injury and property damage arising out of auto and general liability; police excessive force claims, claims for sewer back-up, flood and inverse condemnation. Experience with risk pools and risk pool management is preferred.

Please note: PLAN may opt to have sewer claims and litigated files handled internally by PLAN staff. In this situation, the relevant experience (sewer/litigation) may not be required.

- Service: Adjusters are expected to be on-call on a 24-hr basis. Contact with claimants is required within 24 hours of assignment. There must be demonstrated willingness to work with PLAN and its members to customize claims-handling where desired and to work with PLAN on staffing models.
- The TPA's computerized information system must be paperless and accessible by PLAN staff and members. The system will have ability to search and export data to Excel, for ad-hoc reporting.

IV. What to Submit

To provide an objective, fair review of all statements of qualifications, the submittals are to include only the following information:

- 1) Transmittal Letter - transmittal letter covering highlights and unique features of your qualifications. Any special terms and conditions related to this request should also be summarized in this portion of the statement. Letter should include your office address.
Length: **One (1) page maximum.**
- 2) Statement of Qualifications - Provide a statement of qualifications allowing the candidate to accomplish the Scope of Services in this RFQ, preferably drawing on past experience/work conducted by the applicant in public entity claims administration. This should include a description of training programs or special services you offer to clients.
Length: **Four (4) pages maximum.**
- 3) Technology - Provide a description of any claims and risk management information systems you offer and the benefits to us.
Length: **Four (4) pages maximum.**
- 4) Relevant Experiences - Provide a summary of relevant City experience over the last 7 years, particularly in the Bay area. Explain any experience you have managing claims for water and sewer claims.
Length: **Two (2) pages maximum.**

- 5) Educational and Professional Background - Provide a summary of educational background, including degrees and experience administering claims for public entities and cities in particular. Also include special professional and/or project experience.
Length: **Two (2) pages maximum.**
- 6) List of Client References - Provide a list of city clients, preferably in the Bay area, to be used as references for your work, including contact name, address, telephone number, nature of job, and length of engagement.
Length: **One (1) page maximum.**
- 7) Standard Billing Information - Provide billing rates for relevant personnel and any subcontractors, including overhead.
Length: **One (1) page maximum.**
- 8) Examples of Work - Provide two documents or articles that clearly demonstrate your ability to perform the work and communicate with a non-technical audience.
Length: **Brevity will be appreciated.**

Please submit three (3) hard copies and one electronic copy of your statement package.

V. Where to Submit Responses

Hard copies if mailed, address to:

James Hill – Risk Management Officer
ABAG PLAN Corporation
101 Eighth Street
Oakland, CA 94604-2050

If hand delivered:

James Hill – Risk Management Officer
ABAG PLAN Corporation
101 Eighth Street
Oakland, CA 94604-2050

VI. SCHEDULE OF EVENTS

The following is a list of the activities relevant to the RFQ and project process. PLAN reserves the right to change these dates and will notify consultants if this occurs.

Please note the following critical dates when preparing your response to this RFQ

	<i>Date</i>
<i>Release of RFQ</i>	<i>10/1/13</i>
<i>Consultant Written Questions Due Date</i>	<i>10/15/13 by 5:00 p.m. PST</i>
<i>PLAN Response to Written Questions Due*</i>	<i>10/25/13</i>

<i>Consultant Proposal Submittal Date</i>	<i>11/1/13 by 5:00 p.m. PST</i>
<i>Identify and Notify Consultant Finalists</i>	<i>11/15/13</i>
<i>Consultant Interviews & Selection</i>	<i>12/2/13</i>
<i>Estimated Project Start Date</i>	<i>TBD</i>